

Department of the Army
Headquarters, U.S.
Army Sustainment Command
1 Rock Island Arsenal
Rock Island, IL 61299-6500

*ASC Regulation 690-4

22 Feb 07

Civilian Personnel

CASUALTY NOTIFICATION

Applicability. This regulation applies to all US Army Sustainment Command (ASC) organizations.

Decentralized printing. Local reproduction of this regulation is authorized.

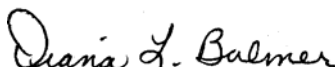
Supplementation. Supplementation of this regulation is authorized.

Proponent. The G-1, Asst Chief of Staff for Human Resource Management, is the proponent. Users may send comments and recommendations to AMSAS-HRC, HQ ASC, 1 Rock Island Arsenal, Rock Island, IL 61299-6500, email rock-amsas-hrc@conus.army.mil.

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FOR THE COMMANDER:


DIANA L. BALMER
Chief of Staff

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1. Purpose. This regulation provides procedures and responsibilities for notification of appropriate command officials and official notification of the Next of Kin (NOK) in the event an active duty soldier, reservist on active duty for training, civilian employee, or deployed contractor becomes a casualty. This also contains procedures for non-HQ US Army Sustainment Command (ASC) employees, visitors, and contractors performing work for HQ ASC.

2. References.

- a. AR 600-8-1, Army Casualty Program.
 - b. Message, DALO-PLS, 161410Z Jan 03, subject: Army Contractor Personnel Accounting.
 - c. Memorandum, Army Materiel Command, AMCPE-C, 1 May 01, subject: Casualty Notification Procedures.
 - d. Memorandum, Army Materiel Command, 4 Nov 05, subject: Subject: Casualty Reporting Procedures Army G-1 Sends.
 - e. Fort Leonard Wood Casualty Area Command: Guide for the Casualty Notification Officer, 24 Oct 06, <http://www.osc.army.mil/hr/Casualty/index.htm>.
 - f. Fort Leonard Wood Casualty Area Command: General and Benefits Information for the Casualty Assistance Officer, 24 Oct 06, <http://www.osc.army.mil/hr/Casualty/index.htm>.
 - g. Department of Army, Casualty Assistance Officer Guide, Second Edition, Jul 2005, <http://www.osc.army.mil/hr/Casualty/index.htm>.
 - *h. ASC Form 690-11, Casualty Feeder/Witness Report, Feb 07.
 - *i. ASC Form 690-12, Notification Worksheet, Feb 07.
 - *j. ASC Form 690-13, Record of Casualty Notification Actions, Feb 07.
 - k. DA Form 6, Duty Roster.
- *available at <http://www.afsc.army.mil/im/rcdsmgt/forms.htm>

3. Terms and Abbreviations. Terms are listed below; abbreviations are listed at the end of this regulation in the Glossary.

a. Casualty. For purposes of this regulation, an employee, military, civilian, or deployed contractor who has been declared dead, injured, seriously ill (i.e., life-threatening illness such as heart attack, stroke, aneurism, etc.), or missing. Civilian casualties fall into the following categories:

(1) An employee paid from appropriated funds that becomes a casualty during travel status or temporary duty (TDY) within the 50 States and the District of Columbia or who becomes a casualty while assigned, deployed, or TDY outside the 50 States and the District of Columbia.

(2) An employee paid from non-appropriated funds (NAF) that becomes a casualty while assigned to HQ ASC.

(3) A contractor employee who becomes a casualty while performing work for HQ ASC either on an installation/activity or who is deployed in support of HQ ASC operations.

(4) A visitor who is not employed by HQ ASC but who becomes a casualty while visiting a HQ ASC installation/activity.

b. Active Duty Soldier. All soldiers, regardless of component, who are in an active duty status (i.e. active component, Army Reserve, or Army National Guard on active duty for training, Active Guard and Reserve, mobilized, etc.)

c. Casualty Area Command (CAC). The command assigned responsibility for the area in which the casualty occurs or the area in which the next of kin resides.

d. US Army Total Army Personnel Command (PERSCOM) Casualty and Memorial Affairs Operations Center (CMAOC). The casualty program is an administrative function, which ensures that all reportable casualties are accountable, reported, and documented. This function is accomplished by CACs located worldwide, which are under the technical supervision of the Casualty Operations Center (COC) of the CMAOC, PERSCOM.

e. Primary Next of Kin (PNOK). The person most closely related to the casualty for casualty notification and assistance purposes. This is normally the spouse of married persons and the parents of single individuals who have no children.

f. Secondary Next of Kin (SNOK). Any next of kin (NOK) not the PNOK.

g. In-Person Notification. The Secretary of the Army has directed in-person notification for all deceased and missing casualties (AR 600-8-1, paragraph 5-2a and b). The type of notification to NOK of injured or seriously ill casualties is determined on a case-by-case basis. The Fort Leonard Wood, Missouri (FTLWMO) CAC will provide appropriate guidance when relaying casualty information to the Rock Island Arsenal (RIA) Force Protection directorate. IAW AR 600-8-1, NOK notification will be accomplished between the hours of 0600 and 2200 and within 4 hours of the DA CMAOC issuing the casualty message to the FTLWMO CAC.

4. Responsibilities.

a. The ASC Military Personnel Division (MPD) (AMSAS-HRM) Operations Officer is responsible for ensuring that all Casualty Notification Officers (CNOs) and Casualty Assistance Officers (CAOs) will be trained to execute their duties, either in a classroom setting, or via FTLWMO training video. Commercial telephone is (309)782-5985 or DSN 793-5985.

b. Military casualties. The MPD Operations Officer maintains a DA Form 6 (Duty Roster) of eligible CAOs in the rank of Sergeant First Class and above, based upon input from each RIA tenant unit. CAOs are subject for detail to a case by AMSAS-HRM during a predetermined (usually week-long) window, which they rotate through IAW the DA Form 6. The cases are assigned to RIA by the FTLWMO CAC for RIA and non-RIA stationed soldiers.

c. Civilian casualties. The employee's director/staff office chief will assign a CAO from their directorate/office to the PNOK IAW AR 600-8-1 and reference 2f. The CAO will, with the assistance of the servicing Civilian Personnel Advisory Center (CPAC), assist the PNOK with processing all survivor benefits forms with the Army Benefits Center.

5. Procedures.

a. Information Flow. It must be clearly understood that there are two communication processes; the official notification chain and the informational chain. Personnel involved with these processes must ensure nothing interferes with official notification and that it is handled expeditiously, professionally and with the utmost dignity to the families of the NOK.

b. Process for Military Casualty NOK Notification (also see Appendix A):

(1) The official notification process: The FTLWMO CAC notifies the appropriate Commander of the military casualty. The commander will notify ASC EOC which serves as the CAC point of contact. Upon completion of receipt of a military casualty notification message, the ASC EOC will phone the FTLWMO CAC to verify they originated the message. The ASC EOC Casualty Operator will contact the on-call CNO and the command chaplain at (309)782-0910/0911 (DSN 793-0910/0911), and advise them to report to the ASC EOC and provide a copy of the ASC Form 690-12 (Notification Worksheet) (Appendix D) which FTLWMO uses to relay casualty information.

(a) It is extremely important that the ASC EOC carefully document all information on the ASC Form 690-12 as received and complete as much additional information as possible for the CNO. Refer to reference 2e for specific instructions on how to prepare the notification officer for his/her duties. The ASC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

(b) After the CNO is briefed, receives the partially completed ASC Form 690-12 from the EOC POC, phones the FTLWMO CAC for amplifying instructions, and conducts link-up with the chaplain, he/she will then make NOK notification. During the notification visit, it is imperative that the CNO confirm the NOK's mailing address and phone number listed on the ASC Form 690-12 is complete, accurate, and valid for the next 45 days.

(c) After returning from NOK notification, the CNO will immediately submit the completed ASC Form 690-12 (Appendix D) and ASC Form 690-13 (Record of Casualty Notification Actions) (Appendix E) to the ASC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(d) The ASC EOC will datafax copies of the completed ASC Form 690-12 and ASC Form 690-13 immediately to the FTLWMO CAC at (573)596-2058 (DSN 581-2058), and report notification completion to FTLWMO CAC after the notification officer's return. Time is of the essence. Ensure the information is accurate.

(2) The informational notification process: Once the official notification process has been initiated for a HQ ASC

soldier, the ASC Operations Center will immediately notify the HQ ASC Chief of Staff, (309)782-6531 (DSN 793-6531). The command group will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

(3) AFTER confirmation of NOK notification with DA CMAOC by the ASC G-1 (via the AMC G-1), the ASC Operations Center will notify the following personnel:

(a) The soldier's director/staff office chief.

(b) The HQ ASC Public Affairs Officer at (309)782-6475/5421 (DSN 793-6475/5421).

(c) The HQ ASC Asst Chief of Staff for Force Protection, G-2, at (309)782-1523 (DSN 793-1523), or Cell 309-912-2001.

(d) The Provost Marshall Office at (309)782-1496/1497 (DSN 793-1496/1497).

(e) The HQ JMC Safety/Radioactive Waste Directorate at (309)782-2113/2989 (DSN 793-2113/2989).

(f) The HQ ASC Asst Chief of Staff for Human Resource Management, G-1 at (309)782-3387/6541 (DSN 793-3387/6541).

c. Process for Civilian Casualty NOK Notification (also see Appendix A):

(1) The official notification process: The RIA Force Protection Directorate ((309)782-6116 (DSN 793-6116)) serves as the CAC POC for employees who are duty stationed at RIA. Official notification for employees not duty stationed at RIA will be provided to the servicing organization. When they receive notification of a civilian casualty, they will immediately call back the reporting organization to verify the report. This is a precaution to ensure no misunderstanding or misinformation occurs. The RIA Force Protection Directorate will then contact an on-call CPAC representative to determine the organization to which the casualty belongs.

(2) If the casualty is an ASC employee, the CPAC representative will contact the ASC EOC and advise them of the casualty and to which organization the individual(s) belongs. The ASC EOC will carefully document all information on the ASC

Form 690-12 (Appendix D) as received from the CPAC, and will complete as much information as possible for the CNO on the enclosed. Refer to reference 2e for specific instructions on how to prepare the notification officer for his/her duties. The ASC EOC representative receiving the ASC Form 690-11 (Casualty Feeder/Witness Report) (Appendix C) will read all information back to the caller to ensure correctness.

(3) The ASC EOC will then contact the respective senior military/civilian supervisor to serve as the (CNO). The CNO will immediately contact the ASC EOC Desk in the Operations Center, (309)782-4815 (DSN 793-4815), for further instructions, and the ASC Chaplain. During the visit, the CNO must confirm with the NOK that their mailing address (on ASC Form 690-12 (Appendix D)) is complete, accurate, and valid for the next 45 days. The CNO will have the Chaplain accompany them on this mission and will comply with the following guidelines upon their return:

(a) After returning from NOK notification, the CNO will immediately submit the completed ASC Forms 690-12 (Appendix D) and ASC Form 690-13 (Appendix E) to the ASC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(b) The ASC EOC will datafax copies of the completed ASC Form 690-12 and ASC Form 690-13 immediately to the FTLWMO CAC at (573)596-2058 (DSN 581-2058) and report notification completion to FTLWMO CAC after the notification officer's return. Time is of the essence, as is ensuring information is accurate.

(4) If the casualty is not an RIA employee, but their NOK reside in the local area, the servicing CPAC will effect Casualty Notification and Assistance. They will comply with paragraphs (3)(a) and (3)(b) above.

(5) The informational notification process: Once NOK notification process has been initiated, for HQ ASC employees, the ASC Operations Center will immediately notify the HQ ASC Chief of Staff, Commercial (309)782-6531 (DSN 793-6531). The respective command groups will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

(6) After confirmation of NOK notification with DA CMAOC by the ASC G-1 (via the AMC G-1), the ASC Operations

Center will notify the following personnel:

(a) The employee's director/staff office chief. A representative from their office will have already provided the notification to the NOK but that information is treated as CLOSE HOLD until that mission has been completed.

(b) The HQ ASC Public Affairs Officer at (309)782-6475/5421 (DSN 793-6475/5421).

(c) The HQ ASC Asst Chief of Staff for Force Protection, G-2, at (309)782-1523 (DSN 793-1523) or Cell 309-912-2001.

(d) The Provost Marshal Office, (309)782-1496/1497 (DSN 793-1496/1497)

(e) The HQ JMC Safety/Radioactive Waste Directorate at (309)782-2113/2989 (DSN 793-2113/2989).

(f) The HQ ASC Asst Chief of Staff for Human Resource Management, G-1, at (309)782-3387/6541 (DSN 793-3387/6541).

(g) The HQ ASC Command Chaplain, (309)782-0910/0911 (DSN 793-0910/0911).

d. Notification Procedures for Non-deployed Contractors and Visitors. Notification procedures for casualties involving contractors performing work for HQ ASC or for visitors will vary depending on the specific circumstances of each situation. However, the notification process will be initiated either by the organization being visited or by the organization for which the contractor is performing work. The organization will:

(1) Notify the local provost marshal/security officer who will determine if a Serious Incident Report (SIR) should be prepared and submitted.

(2) Notify the HQ ASC Operations Center at (309)782-4815 (DSN 793-4815) and determine other levels of appropriate notification (e.g. local commander, major command). The appropriate level of notification may be different depending on the specific status of the deceased contractor or visitor.

(3) Determine whether further action may be required. This might include the preparation of a letter of condolence for signature by an appropriate official (e.g., local commander, senior official of the organization)

e. Process for Deployed Contractor Casualty NOK Notification (refer to Appendix A):

(1) Casualty notification procedures for deployed ASC contractors will be handled IAW the DA Message at reference 2b, as depicted in Appendix A.

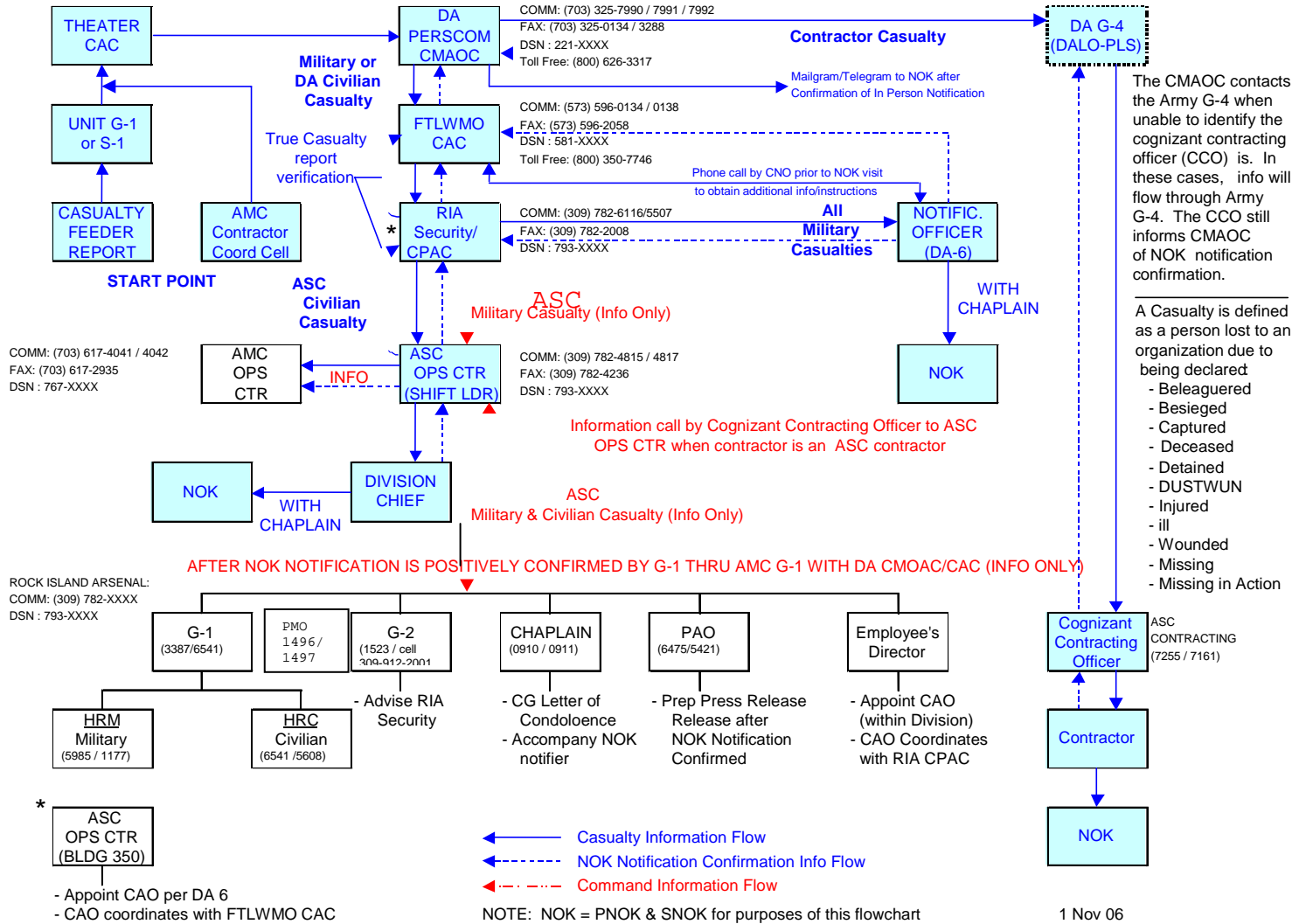
(2) The DA CMAOC will notify the Cognizant Contracting Officer (CCO), who will, in turn, notify the contracting firm. The contracting firm will effect NOK notification then advise the CCO who will advise the CMAOC and ASC of NOK notification.

(3) The ASC Contracting office can be reached at (309) 782-7255/7161, DSN 793-7255/7161.

f. Unit (Close-Hold) Casualty Information Flow (refer to Appendix B): This type of information can arrive at HQ ASC from a variety of sources. It is essential that information received outside the official notification channel (DA PERSCOM CMAOC) be reported immediately to the ASC EOC for reporting/confirmation through FTLWMO CAC to DA PERSCOM CMAOC. UNDER NO CIRCUMSTANCE WILL ANY NOK BE CONTACTED BY A MEMBER OF THIS COMMAND PRIOR TO OFFICIAL NOTIFICATION BY THE CNO.

Appendix A

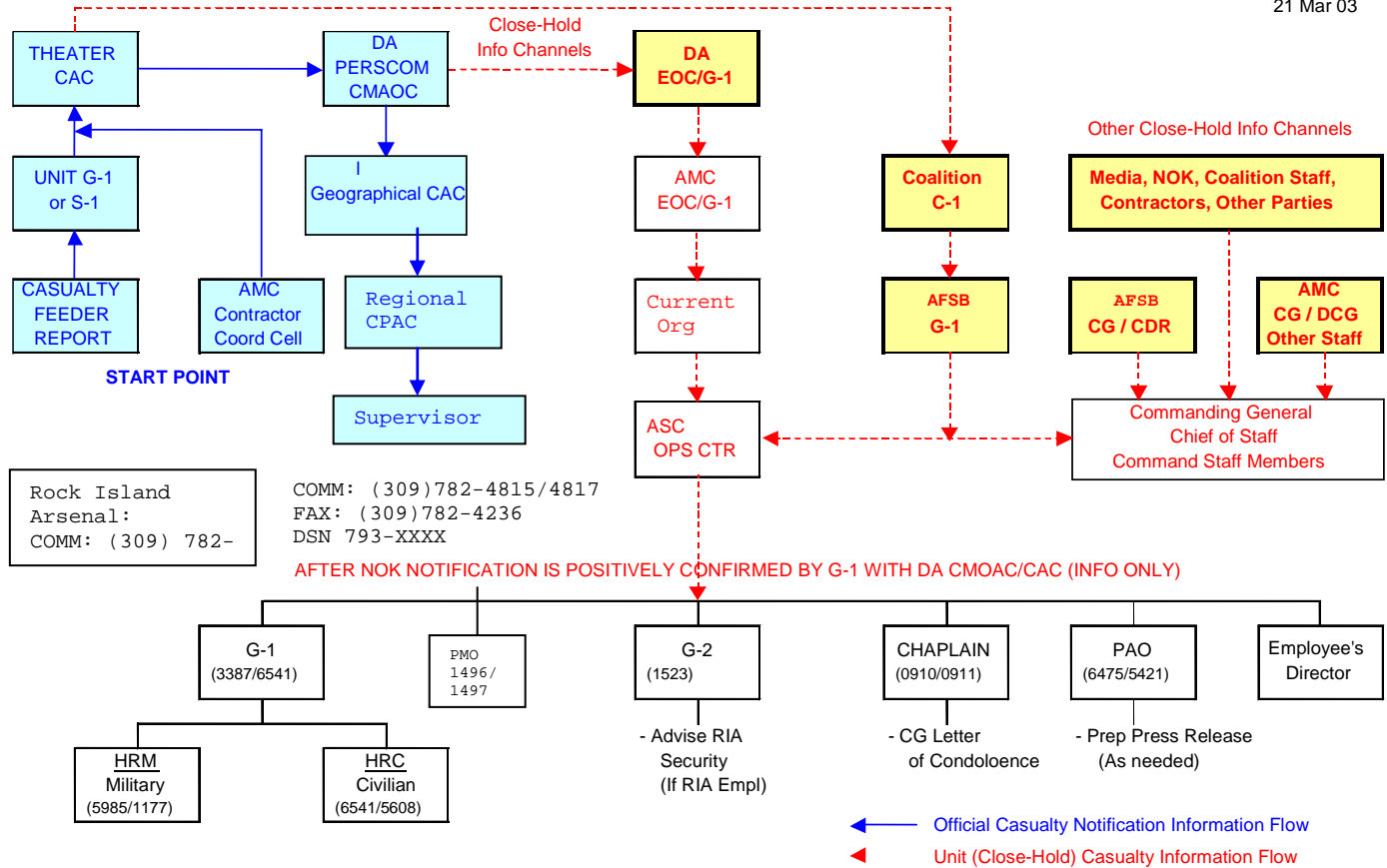
Casualty Information Flow for Military, Civilians, and Contractors on the Battlefield (Where Rock Island Arsenal has NOK Notification/Casualty Assistance Mission)



Appendix B

Unit (Close Hold) Casualty Information Flow
(Where RIA does not have NOK Notification/Casualty Assistance Mission)

21 Mar 03



IT IS IMPERATIVE THAT **NO ONE** CONTACT OR COMMUNICATE CASUALTY INFO TO THE NEXT OF KIN OTHER THAN THE OFFICIAL CASUALTY NOTIFICATION OFFICER

POTENTIAL SOURCES OF INFORMATION FOR NOTIFICATION OF OWNING UNIT HQ ARE NUMEROUS. THE OPTIMUM SOLUTION IS FOR INFO TO FLOW THROUGH OPERATIONS CHANNELS.

PERSONNEL LEARNING OF CASUALTY INFORMATION MUST REPORT IT TO THE JMC/AFSC OPS CENTER ASAP IN ORDER TO EFFECT CONFIRMATION WITH OFFICIAL CASUALTY NOTIFICATION CHANNELS AND INFORM THE CHAIN OF COMMAND.

Appendix C

CASUALTY FEEDER/WITNESS REPORT (ASCR 690-4)	
Item 1. CASUALTY REPORT TYPE (check one):	
<input type="checkbox"/> INIT Initial: First report submitted on a person involved in a single casualty incident. <input type="checkbox"/> STACH Status Change: Definite change in person's status from wounded, injured, ill, deceased; or missing to deceased. <input type="checkbox"/> SUPP Supplemental: Provide additional or corrected information to an INIT report. <input type="checkbox"/> PROG Progress: Report medical progress of hospitalized wounded, injured, or ill personnel.	
Item 2. TYPE OF CASUALTY (check one):	
<input type="checkbox"/> HOSTILE Person who is the victim of a terrorist activity or becomes a casualty in action. <input type="checkbox"/> NONHOSTILE Person who becomes a casualty due to circumstances not directly attributable to hostile or terrorist activity.	
Item 3. CASUALTY STATUS (check one):	
<input type="checkbox"/> DECEASED <input type="checkbox"/> SI Seriously injured, wounded or ill <input type="checkbox"/> MIA Missing in Action <input type="checkbox"/> VSI Very seriously injured, wounded or ill <input type="checkbox"/> NSI Not seriously injured or ill	
Item 7. CATEGORY OF INDIVIDUAL (check one):	
<input type="checkbox"/> CIVILIAN <input type="checkbox"/> MILITARY <input type="checkbox"/> DEPENDENT <input type="checkbox"/> FOREIGN NATL <input type="checkbox"/> FAMILY MEMBER <input type="checkbox"/> RETIRED <input type="checkbox"/> RETIRED DEPENDENT <input type="checkbox"/> CONTRACTOR	
Item 8. SOCIAL SECURITY NUMBER (SSN):	
Item 9. NAME (Last/First/Middle/Suffix (Jr, Sr, III, etc.)):	
Item 12. RANK (Military or Civilian Rank):	
Item 14. UNIT OF ASSIGNMENT (Organization name with UIC, installation name, state, zip code):	
Item 36. DATE/TIME (YYYYMMDD/HHMM):	
Item 39. CIRCUMSTANCES (report facts & as much information as possible):	
Item 40. INFLECTING FORCE (check one):	
<input type="checkbox"/> AMIGO (Allied Forces) <input type="checkbox"/> ENEMY (Enemy Force) <input type="checkbox"/> BUDDY (U.S. Forces) <input type="checkbox"/> UNK (Unknown)	

ASC Form 690-11, Feb 07

Appendix D

NOTIFICATION WORKSHEET (ASCR 690-4)	
PART A. INFORMATION ON DECEASED	
1. DATE & TIME OF NOTIFICATION (YYYYMMDD/HHMM):	
2. PLACE OF NOTIFICATION (street, city, state, zip):	
3. NAME OF DECEASED (last/first/middle/suffix (Jr, Sr, III, etc.)):	
4. GRADE & SOCIAL SECURITY NUMBER (SSN) OF DECEASED:	
5. ORGANIZATION & STATION OF DECEASED (unit, station, city, state, zip):	
6. DATE OF BIRTH (YYYY/MM/DD): PLACE OF BIRTH (city, state, county): DATE OF DEATH (YYYY/MM/DD): PLACE OF DEATH (city, state, county):	
7. CIRCUMSTANCES:	
PART B. INFORMATION ON PRIMARY NEXT OF KIN (PNOK)	
8. NAME & SSN of PNOK (last/first/middle/suffix (Jr, Sr, III, etc.)):	
9. RELATIONSHIP OF NOK (mother, father, etc.): IF PARENT, DATE OF MARRIAGE (YYYY/MM/DD): DATE OF DIVORCE (YYYY/MM/DD):	
10. NOK DATE OF BIRTH (YYYY/MM/DD):	
11. NOK TELEPHONE NUMBER:	
12. CONFIRM 45-DAY ADDRESS (street, city, state, zip):	
PART C. INFORMATION ON SECONDARY NEXT OF KIN (SNOK)	
13. NAME & SSN of SNOK (last/first/middle/suffix (Jr, Sr, III, etc.)):	
14. RELATIONSHIP OF SNOK (mother, father, etc.): If parent, DATE OF MARRIAGE (YYYY/MM/DD): DATE OF DIVORCE (YYYY/MM/DD):	
15. SNOK DATE OF BIRTH (YYYY/MM/DD):	
16. SNOK TELEPHONE NUMBER:	
17. CONFIRM 45-DAY ADDRESS (street, city, state, zip):	

ASC Form 690-12, Feb 07 (Page 1 of 2)

Appendix D (cont)

PART D. INFORMATION ON CHILDREN	
18. NAMES OF CHILDREN* & DATES OF BIRTH (Last/First/Middle & YYYY/MM/DD) :	
<p>*Note: If children are residing with other than the PNOK, note in-care-of with the full name and address of the NOK.</p>	
19. DIVORCE INVOLVED: <input type="checkbox"/> YES <input type="checkbox"/> NO DIVORCE CONCERNS:	
20. The Casualty Assistance Officer (CAO) will collect the necessary information. List any questions the NOK may have (give this information to the Casualty Operations Office and CAO): Ensure to relay the following information to PNOK prior to departure: - A mailgram will be sent to verify the information you have just provided them. - A CAO will contact them within 24 hours and arrange for a personal visit at their convenience (PNOK only). After departure from the residence: - Immediately call the CAC Casualty Operations Office (800)350-7746 or commercial (573)596-0134/0138 to relay that notification is complete. Advise the Casualty Operations Office of any problems or if NOK or kin cannot be contacted with 4 hours after you were assigned notification duty. - Immediately provide worksheet information to the Casualty Operations Office upon return to your station. Note: 21. Were any health problems noted with the PNOK or SNOK? <input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, provide brief description of problems): 22. Were there any language barriers with the NOK? <input type="checkbox"/> Yes <input type="checkbox"/> No Principle language: 23. Other comments:	

Glossary

ASC	Army Sustainment Command
CAC	Casualty Area Command
CAO	Casualty Assistance Officers
CCO	Cognizant Contracting Officer
CMAOC	Casualty and Memorial Affairs Operations Center
CNO	Casualty Notification Officers
COC	Casualty Operations Center
CPAC	Civilian Personnel Advisory Center
EOC	Emergency Operations Center
FTLWMO	Fort Leonard Wood, Missouri
NAF	Nonappropriated Fund
NOK	Next of Kin
PERSCOM	US Army Total Army Personnel Command
PNOK	Primary Next of Kin
POC	Point of Contact
RIA	Rock Island Arsenal
SNOK	Secondary Next of Kin
TDY	Temporary Duty Travel